

METHOD AND SYSTEM FOR SKILLS-BASED PLANNING AND SCHEDULING IN A WORKFORCE CONTACT CENTER ENVIRONMENT

ABSTRACT OF THE DISCLOSURE

5 A method of forecasting, allocating and scheduling in a single or multi-site skills-based
contact or call center environment organized into a hierarchy of zero or more business units at a
first, upper level, one or more contact types at a second, intermediate level, and one or more
management units at a third, lower level. A user creates (a) a set of given contact allocations that
define how contacts are distributed from a given business unit to multiple contact types, and (b) a
10 set of given requirement allocations that define how agent requirements are distributed from a
contact type to one or more management units. Agent availability by contact type is then
predicted to generate agent availability data. Thereafter, forecasted contacts and forecasted agent
requirements are allocated based on the given contact and requirement allocations as well as the
agent availability data. Preferably, the agent availability data is predicted using a schedule
15 simulator and is characterized by contact type for agents in the same skill group.

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